



Job Announcement

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TTY/D use Maryland Relay Service

Opening Date:	September 28, 2007	Closing Date:	October 12, 2007
Job Title:	Information Supervisor X	Position Type:	Regular Full Time
PIN:	067986	FLSA Status:	Exempt
Location:	Judicial Information Systems Annapolis, Maryland	Grade/Entry Salary Range:	T10 \$49,254 - \$59,032
		Financial Disclosure:	Yes

Essential Functions: Supervises the AOC/JIS Help Desk which is responsible for assisting 24 Circuit Court and 12 Districts (which comprise 31 District Court locations) with their hardware, software and network services for over 20 applications varying in complexity. The incumbent supervises five User Support Technicians responsible for assisting all the District Court, Circuit Courts, Court of Special Appeals personnel issued court system network IDs, as well as assisting numerous state (Police, State Attorney's, Public Defenders, Parole and Probation, Motor Vehicle) and federal agencies (FBI) and general public. Oversees the diagnosis, resolution and follow through of complex problems, determining priorities and intervening when necessary.

Education: Bachelor's Degree in an Information Technology, Administration, or closely related field is required.

Experience: Minimum of five years of experience in operating, monitoring, configuring and trouble-shooting complex computer systems, including hardware, software, applications technology, operating platforms, communication networks for Local Area Networks, Wide Area Networks and medium to large scale networks, experience to include 2 years at the supervisory level.

Note: Additional relevant experience may be substituted for required degree on a year for year basis.

Skills/Abilities: Basic knowledge of ITIL (Integrated Library for Information Technology) considered best practice. Must possess a combination of verbal and written communication skills, plus IT hardware, software and applications technology. Knowledge of Multi-Platform architectures (WAN, LAN, I5, Z/890, AIX) and supported hardware. The incumbent must possess a working knowledge of interactive voice recognition systems and scripting. Additionally the individual must be able to operate and maintain an Automated Call Distribution system. Skills in operating and configuring supported networks, computers and peripherals with the ability to diagnose and correct problems related to these systems. Knowledge of Network Topologies (SNA, Frame Relay and ATM) Servers platforms, (Unix, Microsoft) and Operating Systems (MVS, I5). Ability to perform all essential functions of the position.

Please submit a Maryland Judiciary employment application (unsigned applications will not be accepted) or resume and cover letter stating position title. Materials must be received at the address below by 4:30 p.m. on the closing date. The Human Resources Department will not be responsible for applications/resumes sent to any other address.

Maryland Judiciary
Human Resources Department
580 Taylor Ave., Bldg. A-1
Annapolis, MD 21401
Email: jobs@mdcourts.gov (Zip files not accepted)

The Maryland Judiciary is a drug free workplace and an equal opportunity employer, committed to diversity in the workplace. We do not discriminate on the basis of race, religion, color, sex, age, sexual orientation, national origin or disability. Applicants who need accommodation for an interview should request this in advance. The candidate selected for this position will be subject to a background check. Employees must be United States citizens or eligible to work in the United States.